

Technical Support Specialist

Saint Thomas Aquinas School and Parish, 4600 N. Illinois Street, Indianapolis, IN 46208.

Description:

The Technical Support Specialist provides day-to-day hands-on support for the students, faculty, and staff of Saint Thomas Aquinas School and Parish. The position involves deployment, troubleshooting, maintenance, and repair of PC's, laptops, Chromebooks, whiteboards, printers, WiFi access points, and related equipment. Applicant should be familiar and comfortable with first level response regarding network, servers, critical applications, website maintenance, and the administration of Google for Schools.

Responsibilities:

- Administering Google for Schools
- Maintaining the email helpdesk system used by students and staff
- Deploying, configuring, troubleshooting and maintaining hardware, including PCs, laptops, Chromebooks, iPads, whiteboards, printers, projectors and related software for school and parish
- Maintaining a detailed hardware/software inventory
- Assisting with the purchase of IT equipment and supplies
- Maintaining working relationships with service providers, including but not limited to, network, cable, Google, ISTEP+ provider, Lexia, Microsoft, Apple, Sim2K and services that may be contracted in the future
- Maintain a good working relationship with the school's Technology committee and North Deanery CIO
- Provide basic LAN and wireless network support to ensure reliable user connectivity
- Provide instruction to teachers, student and staff in the use of hardware and software as needed
- Provide school administration with regular updates as to the state of school technology and recommendations

Minimum Requirements:

- Associates Degree
- 2 years experience in IT support or educational equivalent
- Ability to provide support for Microsoft Windows 7 and 10 operating system and Office
- Ability to deploy, troubleshoot, repair, and maintain Chromebooks
- LAN/WAN and networking basics
- Working knowledge and the ability to administer Google for School interface
- Ability to troubleshoot, repair and maintain PCs, laptops, iPads, printers, whiteboards, wireless access points and projectors
- WiFi, Ethernet and basic understanding of networking technologies
- Team player with the ability to listen, engage and empathize with others

Send resume to Cara Swinefurth, cswinefurth@staindy.org.